

**AIR FORCE MANPOWER AND INNOVATION  
AGENCY (AFMIA)**

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# **QUALITY ASSURANCE SURVEILLANCE SYSTEM**



# OVERVIEW

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- ◆ Our Approach
- ◆ Quality Assurance Surveillance Plan (QASP) Development



# OUR APPROACH

- ◆ Success contingent upon entire system
  - ❑ Process from beginning to end
  - ❑ Select Best Value Contractor
    - ➔ Daily inspections not needed
    - ➔ If needed, selected wrong contractor





## OUR APPROACH (Con't)

### ◆ Rely on Performance Metrics

- ❑ Developed by contractor after award, but prior to contract start
- ❑ Require written documentation of inspections/to support metrics
- ❑ May be used as a method of surveillance



# OUR APPROACH (Con't)

## ◆ Three Key Steps

### □ Rely on QC

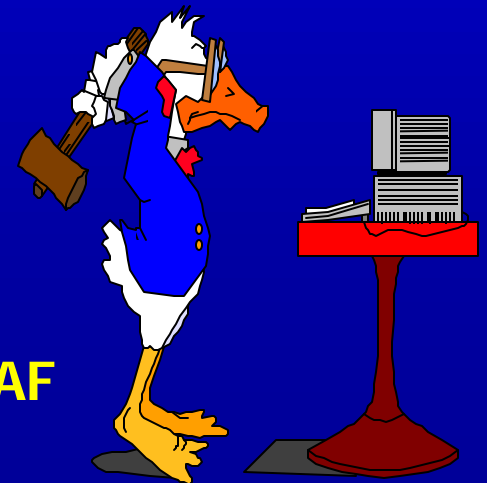
➔ Don't forget this was the "Best Value" contractor

### □ Validate Contractor QA

➔ Review contractor internal surveillance documentation

➔ Have a safety net

➔ back-up surveillance if needed (AF requires surveillance)





# OUR APPROACH (Con't)

## ◆ Three key steps (Con't)

- ❑ Partnering/Teaming a must
- ❑ Rely on contractor metrics in lieu of gov't inspections unless:
  - ➔ Performance Threshold is critical (Security etc.)
- ❑ Rely on customer feedback
  - ➔ Surveys developed and data collected by contractor
  - ➔ CC to QA Personnel
  - ➔ Brief results to BRAG monthly/quarterly etc.
- ❑ Perform gov't surveillance if flags surface
  - ➔ Utilize surveillance back-up system only when necessary
    - ➔ Periodic Inspection, third party audit etc.



# QUALITY ASSURANCE SURVEILLANCE PLAN (QASP)

◆ Developed by the BRAG

◆ Process:

❑ Analysis

- ➔ Determine objectives and standards
- ➔ Determine how the commercial sector performs surveillance (Market Research)

❑ Write Description of Services

❑ Write Service Delivery Summary (SDS)

- ➔ Use commercial standards when available as determined through market research

❑ Write QASP last







# QASP (Con't)

## ◆ QASP Must Include:

- ❑ Performance objective
- ❑ Performance threshold
- ❑ Method of surveillance
- ❑ Inspection procedures

➔ What, When, Where, and How

➔ Only when necessary



# QASP (Con't)

## ◆ QASP should include:

- ❑ Introduction
- ❑ BRAG's performance management concept
- ❑ BRAG responsibilities
- ❑ QA Personnel's role/responsibilities
- ❑ Customer involvement
- ❑ Performance reviews
  - ➔ e.g. Monthly performance meetings



# QASP (Con't)

- ◆ Include QASP in solicitation
  - ❑ Competitors know our surveillance approach
  - ❑ Do not include QASP in resulting contract
    - ➔ Surveillance can change W/O contract modification
  - ❑ Requirements for performance meetings, metrics etc. must be included in Statement of Work (SOW)



# QASP (Con't)

## ◆ Philosophy

### □ Trust

➔ Unless compromised

### □ Communication

### □ Find root cause of sub-standard performance

➔ Work together - gov't and contractor

➔ Regardless of who is at fault

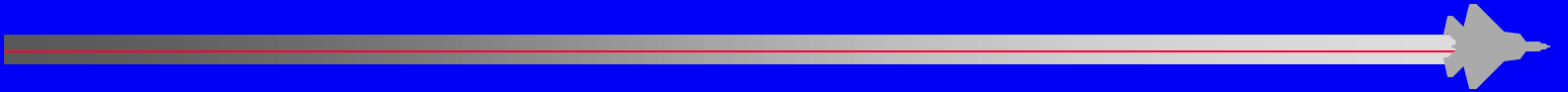
### □ Re-performance of sub-standard performance when possible (Air Force position)



# SUMMARY

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- ◆ Our Approach
- ◆ Quality Assurance  
Surveillance Plan (QASP)  
Development



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# QUESTIONS AND ANSWERS

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